



Contract and Quality Assurance Officer

Adults and Health

Job Reference: SCC05003/FG

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If you are interested in finding out more before applying, please get in touch with Stephen Miles on email at: stephen.miles@somerset.gov.uk

If you have any questions about the benefits we offer, or our recruitment process, please contact our Recruitment Team on recruitment@somerset.gov.uk or telephone on **01984 600211**.

We will notify you by email if you have been selected for interview or have been unsuccessful on this occasion. Please check that the automated email has not gone in your junk mail folder before contacting us.

When completing your application/CV please provide your full employment history and ensure that any gaps in employment are explained. Please start with your current or most recent employment.

What You Will Be Good At


Work Experience Knowledge & Skills

Essential

- Knowledge and understanding of the operating model and commissioning approach across Adult Social Care
- Knowledge and understanding of relevant statutory, regulatory and policy frameworks; Knowledge of the legislation governing contracting.
- Knowledge of best practice standards in quality assurance and contracting approaches
- Experience of managing negotiations and demonstrable influencing skills
- A proven track record of working effectively in partnership to deliver complex/significant projects and ensure outcomes are realised.
- Excellent analytical skills, including an ability to develop, gather and interpret performance and financial information to ensure quality and value
- Excellent communication and engagement skills (oral, written, presentation)
- Experience in supervision, appraisal and staff development
- Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)

Desirable

- Previous experience of working within the local authority or independent adult social care sector
- Knowledge and understanding of services for people who have a learning disability, or who experience mental ill health
- Knowledge and understanding of Extra Care Housing

Qualifications	
<p>Essential</p> <ul style="list-style-type: none"> • Diploma level education or equivalent qualification is essential 	<p>Desirable</p> <ul style="list-style-type: none"> • Relevant Degree or Professional Qualifications in contracting or quality assurance • Project Management qualification (e.g. PRINCE2)
Personal Attributes	
<p>Essential</p> <ul style="list-style-type: none"> • Positive, committed, adaptable, thorough and confident approach • Ability to manage conflicting demands and priorities and work to tight timescales • Ambitious and creative approach to service improvement and value • Customer and communities focused • Personal integrity • Drive and self-motivation (a 'can do' attitude) • Sound analysis and decision making – 'eye for detail' • Ability to prepare and present complex information in a clear and convincing manner 	<p>Desirable</p>
<p>All disabled applicants meeting the essential criteria will be interviewed.</p> <div style="text-align: right;">  </div>	

What You Will Deliver

Key tasks and responsibilities

1. Develop and undertake effective contract, risk- management and quality improvement across all commissioned Adult Social Care regulated and non-regulated services to ensure that service users are provided with high quality care and support and other preventative and support services relevant to their needs.
2. Work as part of a team of Contract and Quality Officers, but autonomously on assigned contracts under their management and directly with care providers as required.
3. Contribute to the development of, and implements, risk-management and performance frameworks within appropriate governance models, to risk- manage and quality assure provider services through effective contract and provider relationship management.
4. Work to improve quality across regulated and non-regulated commissioned services through the development and implementation of early intervention strategies by providing timely support, critique and challenge to providers to avoid issues escalating to safeguarding or contract risk issues.
5. Work with providers to offer advice and guidance and hold providers to account against service delivery expectations. Seek direction from the Service Manager – Quality Assurance on provider escalating risk issues.
6. Identify and report providers at risk of failure to the Service Manager and make evidence-based recommendations on remedial actions and implement as required.
7. Collate market intelligence and identify potential operational service needs. Provide operational input for areas of assigned contract management and contribute to Strategic Commissioning work to inform and influence future service commissioning understanding and future intentions. Contribute to Strategic Commissioning tendering and post-tender implementation processes.
8. Contribute to development and implements feedback models to gather intelligence from service users, operational staff and service providers. Analyse and use feedback to make recommendations to improve quality, support new quality assurance measures or amend existing measures to ensure service provision is meeting contractual expectations.
9. Implement a risk-based model of quality assurance to enable providers to undertake self-assessment. Undertake risk analysis of contract vulnerability and identify the impact on operational service delivery. Make recommendations to the service to determine and deliver operational responses to mitigate risk and adjust the frequency of contract management.



10. Undertake day to day contract management, develop and lead provider relationship management and required negotiations and resulting adjustments for appropriate contracts, within parameters of commissioned services. Provide first point of resolution in respect of significant quality concerns, variations or to facilitate provider responses to emergency or crises situations. Respond to mitigate risk and ensure that service quality is maintained. Escalate high risk issues to the Service Manager.
11. Contribute towards the development of Contract & Quality policy and practice standards, so that providers know how performance is being managed/assessed.
12. Contribute to Strategic Commissioning and Adult Social Care policy development and service planning across specified services.
13. Collate and analyse statistical data on performance to provide information to Strategic Commissioning and Adult Social Care, to inform improvements and strategic and operational decision making.
14. Respond to complaints, compliments and feedback in line with organisational policy and procedure. Undertake complaint investigations on behalf of the service, as required.
15. Implement Somerset's Contract, Risk Management & Quality Policy and Safeguarding Policy and guidelines and apply to all contract, risk-management and quality assurance contexts.
16. Ensure that Health & Safety policies are implemented, and that appropriate action is taken where necessary.
17. As a member of the Contract and Quality Assurance Team:
 - Identify own learning needs and promote their own continuing professional development with the Service Manager. Maintain and update a self-held training and development record. Share expertise and developments in professional knowledge, e.g. in relation to evidence-based research findings, professional practice methods, professional values and legislation.
 - Support raising the profile of the service internally and externally.
 - Is the representative/voice of Adult Social Care in Somerset in relationships with partner agencies and individuals both internally and externally.
 - Work with Business Support services and other staff to maintain effective information and administrative systems that support and monitor the work of the team.
 - Chair and lead relevant meetings as required with commissioned service providers and other stakeholders.

18. Work creatively with Strategic Commissioning Officers and Adult Social Care operational management and providers to ensure contracts remain within budget, achieve maximum value for money and deliver the highest possible quality of services.
19. Play a lead role in quality improvement by care providers under their assigned contract management by judging when improvement is required and developing and agreeing action plans with providers that result in sustainable service improvements, holding them to account.
20. Analyse financial and statistical data to inform decision-making and negotiations and provide financial budget summaries in relation to service delivery, as required.
21. Deploy a range of project management skills in order to manage contracts delivery efficiently and effectively.
22. Understand, uphold and promote the aims of the Council's equality, diversity and inclusion policies; health, safety and well-being of self and others; and organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Contacts & Relationships

- Develop and maintain effective contract relationships with both regulated and non-regulated providers at operational and senior management level to ensure organisations and individuals are held to account for quality and safe service delivery as appropriate.
- Influence and motivate service providers to achieve quality service delivery and sustained improvements through making recommendations and developing and agreeing improvement action plans. Negotiate at all levels of commissioned service organisations to achieve sustainable change.
- Work collaboratively both internally and externally across operational staff and at times with senior managers across SCC, statutory, voluntary agencies and care provider organisations to improve quality and mitigate risks to the service.
- Manage assigned contracts on a day-to-day basis, troubleshoot and make decisions about adjustments and variations required to support continued quality assurance of service delivery in line with commissioned service expectations, and adjust in accordance with any changing priorities within the Service.
- Work independently to lead quality improvement processes directly with care providers and make recommendations relating to commissioning status arising from service quality and risk to senior ASC managers as appropriate. Make recommendations to the Service Manager in relation to levels of risk and safeguarding.



Resources

- 1 Contribute to the overall management of a range of county and service wide provider contracts of differing, and some high, value and complexity and ensure contract provision remains within budget and meets quality standards.
- 2 Manage the effective delivery of 300-400 contracts, which have an approximate annualised value of £80m.
- 3 Work on assigned contracts under their management and direct with the care provider.
- 4 Visit provider sites, stakeholder offices and service users/carers to involve them/consult on quality assurance and contract management processes.
- 5 Line manage or matrix manage the activities of other members of the Team.

Further information specific to this job

The successful candidate has a responsibility for promoting and safeguarding the welfare of the children and young people they are responsible for or come into contact with.

Somerset Council is subject to Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English will be an essential requirement for customer-facing roles.

This job requires a criminal background check (DBS) via the disclosure procedure.

What We Will Offer You in Return

Salary and grade:	Grade 9, between £39,186 to £43,421 per annum Appointments are normally made at the bottom of the salary scale.
Contract type:	Permanent
Location:	Taunton
Hours of work:	37 hours per week. These will be in agreement with the line manager.
Annual leave:	For this grade: 30 days. This is inclusive of two statutory days. In addition, there are 8 bank holiday days. Please note, the amount stated will be pro-rata for part-time and fixed term contract posts. The annual leave year starts on 1 st April.
Probationary period:	The appointment will be subject to a probationary period of 6 months. Internal applicants who have already completed their probationary period would not normally be expected to complete this again.
Notice period:	Following completion of the probationary period, this post will be subject to a notice period of three calendar months on either side.



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